

DIVISION OF STRATEGIC NATIONAL STOCKPILE



POD Management



POD Essential Elements

Objectives

- **To review the POD Management roles and responsibilities**
- **To explore POD structural design**

Agenda

- **POD Management**
 - ✓ **Responsibilities of a POD Manager**
 - ✓ **POD Management**
 - ✓ **Items a POD Manager must Manage**

- **POD Structural Design**
 - ✓ **Every organization has a structure**
 - ✓ **ICS Example**

Pod Management

POD Management

Responsibilities of a POD Manager

Patient Education

Traffic Management

Transportation

Quality Control

Patient Tracking

Support and Guidance

Shift Schedules

Communications

Clinical Aspects

Decision Making

Staff Storage

Training

Safety

Reporting

Site Operations

Mental Health

Parking

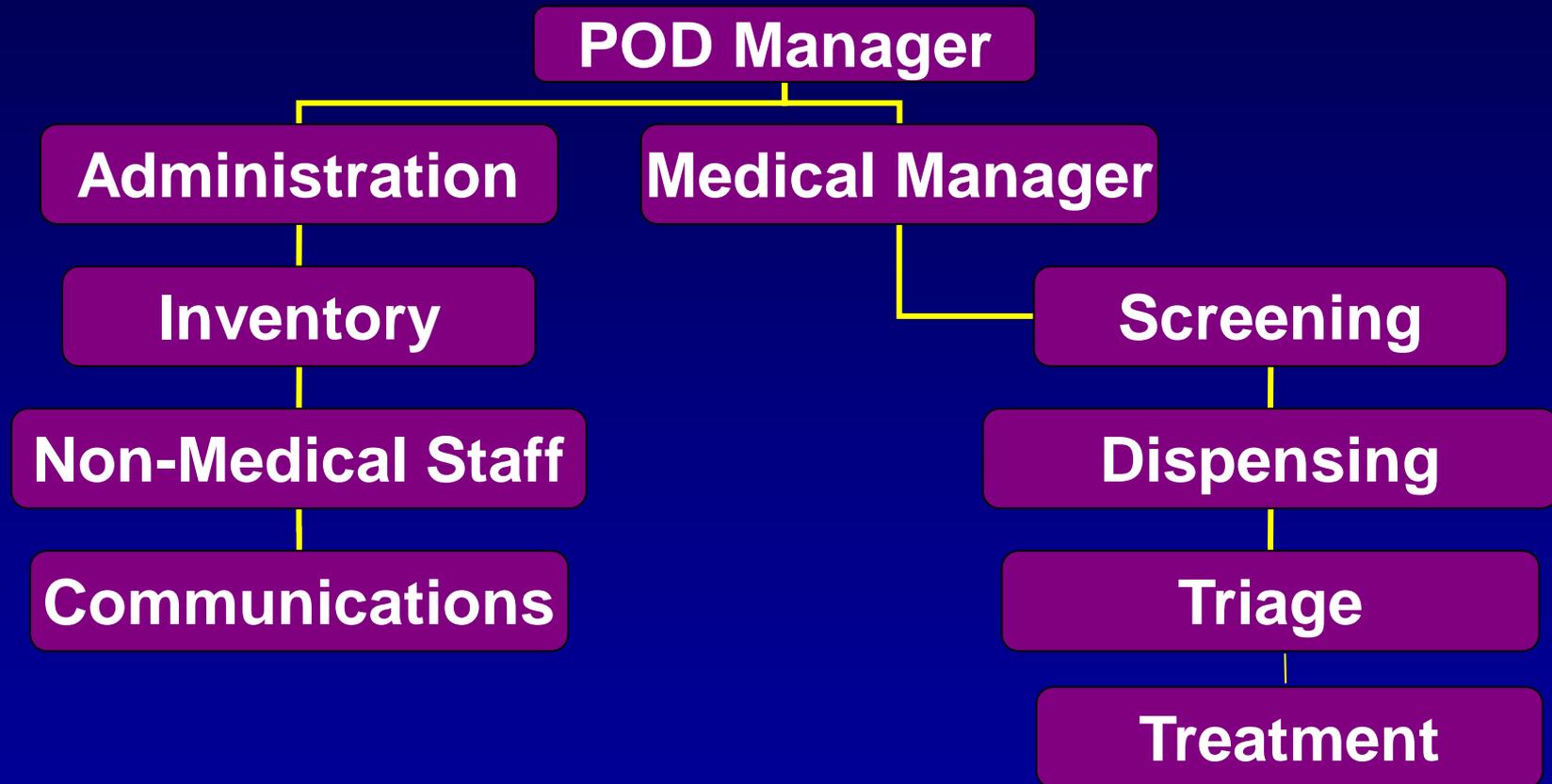
Security

Inventory



Leads to a POD Team

Example of a POD Team



Goals of a POD Team

- **The goal of a POD team:**
 - ✓ **To provide prophylaxis to all people in an area who have been exposed or could have been exposed to an infectious agent in order to save lives and prevent illness**
 - ✓ **To set-up and operate a clinic that runs at maximum efficiency and effectiveness**

POD Management

➤ **POD Manager**

- ✓ **Responsible for the set-up and operation of the clinic according to the state/regional or local plan**
- ✓ **Forms necessary internal and external partnerships**
- ✓ **Coordinates the activities of the management staff**
- ✓ **Has signature authority for SNS assets**
- ✓ **Authorizes changes in planning**

POD Management

- **POD Manager (continued)**
 - ✓ **Responsible for information flow and reporting requirements**
 - ✓ **Establishes performance standards for all staff**
 - ✓ **Appoints or acts as POD spokesperson**
 - ✓ **Has reporting authority**

Items a POD Manager Must Manage

- **Transportation and traffic**
 - ✓ **Responsible for the set-up and operation of the parking lot and the facilities involving transportation**
- **Logistics**
 - ✓ **Responsible for receiving, verifying and storage of medical assets**

Items a POD Manager Must Manage

(Continued)

➤ Medical

- ✓ Responsible for the flow of the dispensing area
- ✓ Triage
- ✓ Screening
- ✓ Dispensing lead
- ✓ Pharmaceutical chief
- ✓ Mental health

Items a POD Manager Must Manage

(Continued)

- **Volunteer Staffing**
 - ✓ **Badges**
 - ✓ **Just-in-Time Training**
 - ✓ **Life Support**
 - ✓ **Position Assignment**

Items a POD Manager Must Manage

(Continued)

- **Facilities Maintenance**
- **Communications**
 - ✓ **Tactical Communications**
 - ✓ **Public Information and Communication**
 - ✓ **Patient Education**

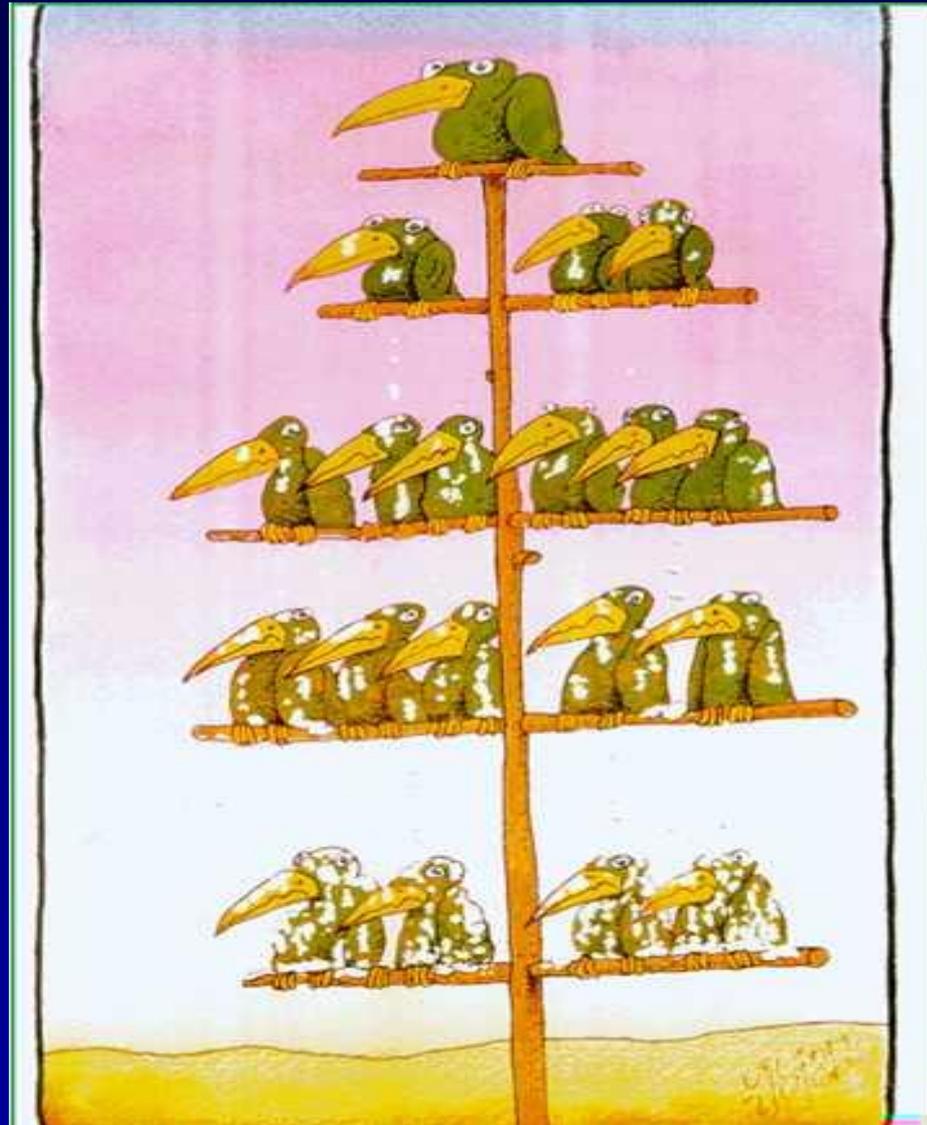
Items a POD Manager Must Manage

(Continued)

- **Security**
- **Supplies/Inventory Control/Forms**
 - ✓ **Reordering**
- **Patient Tracking/Data Collection**

POD Structural Design

Every organization must have a structure



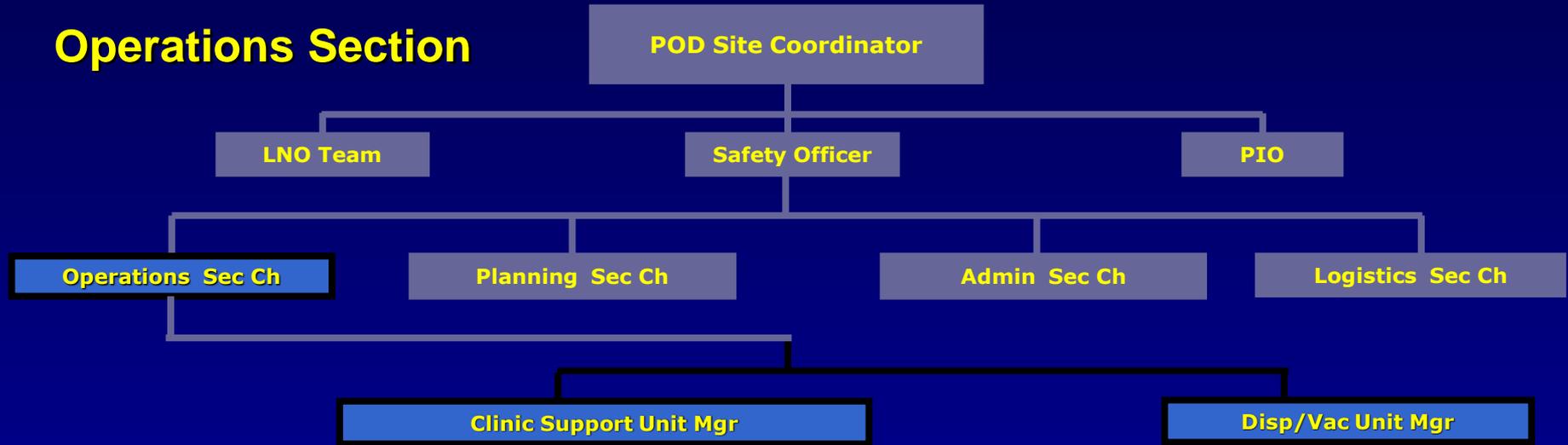
POD Structural Design

ICS Example



POD Structural Design

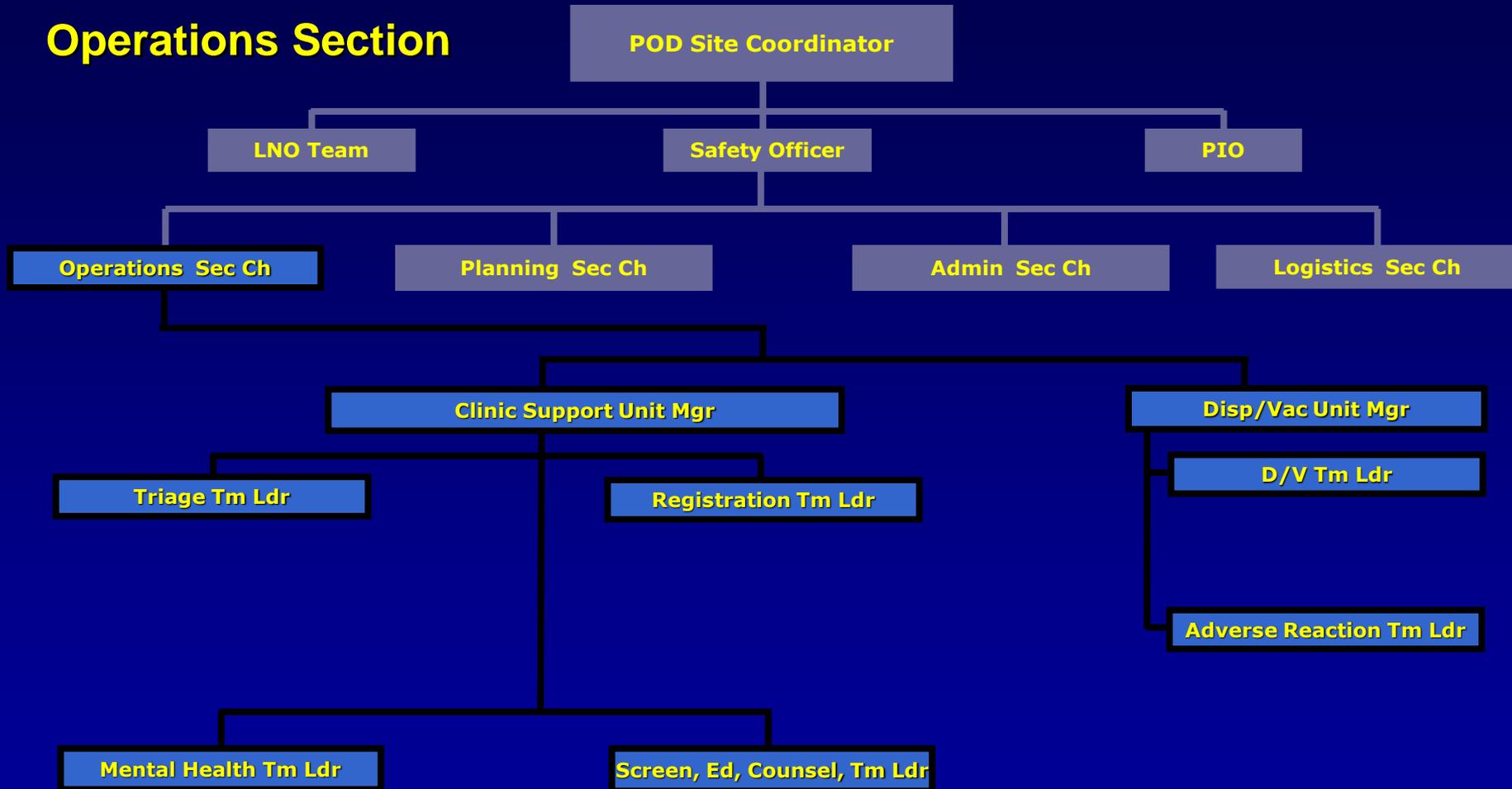
ICS Example (Continued)



POD Structural Design

ICS Example (Continued)

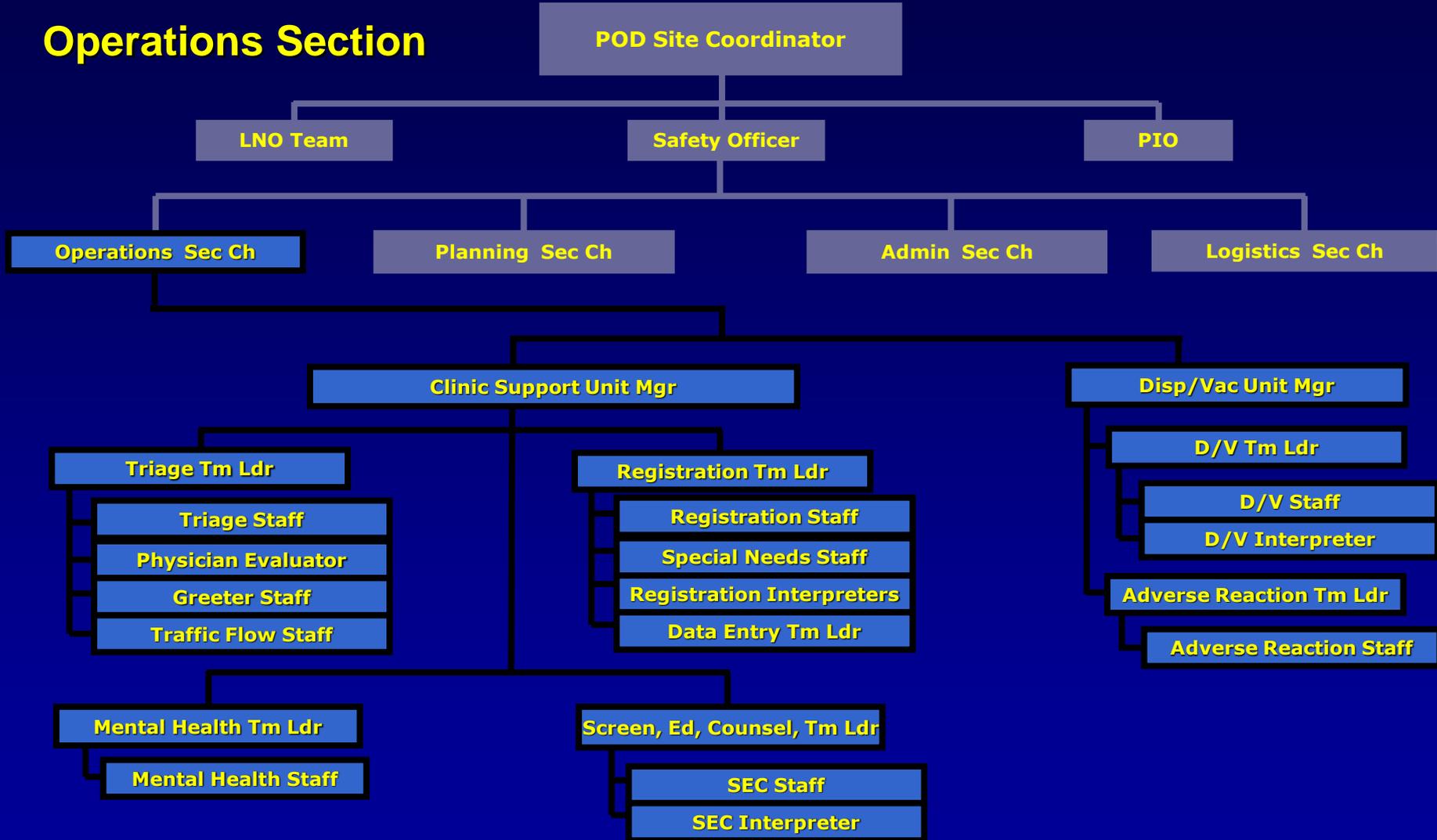
Operations Section



POD Structural Design

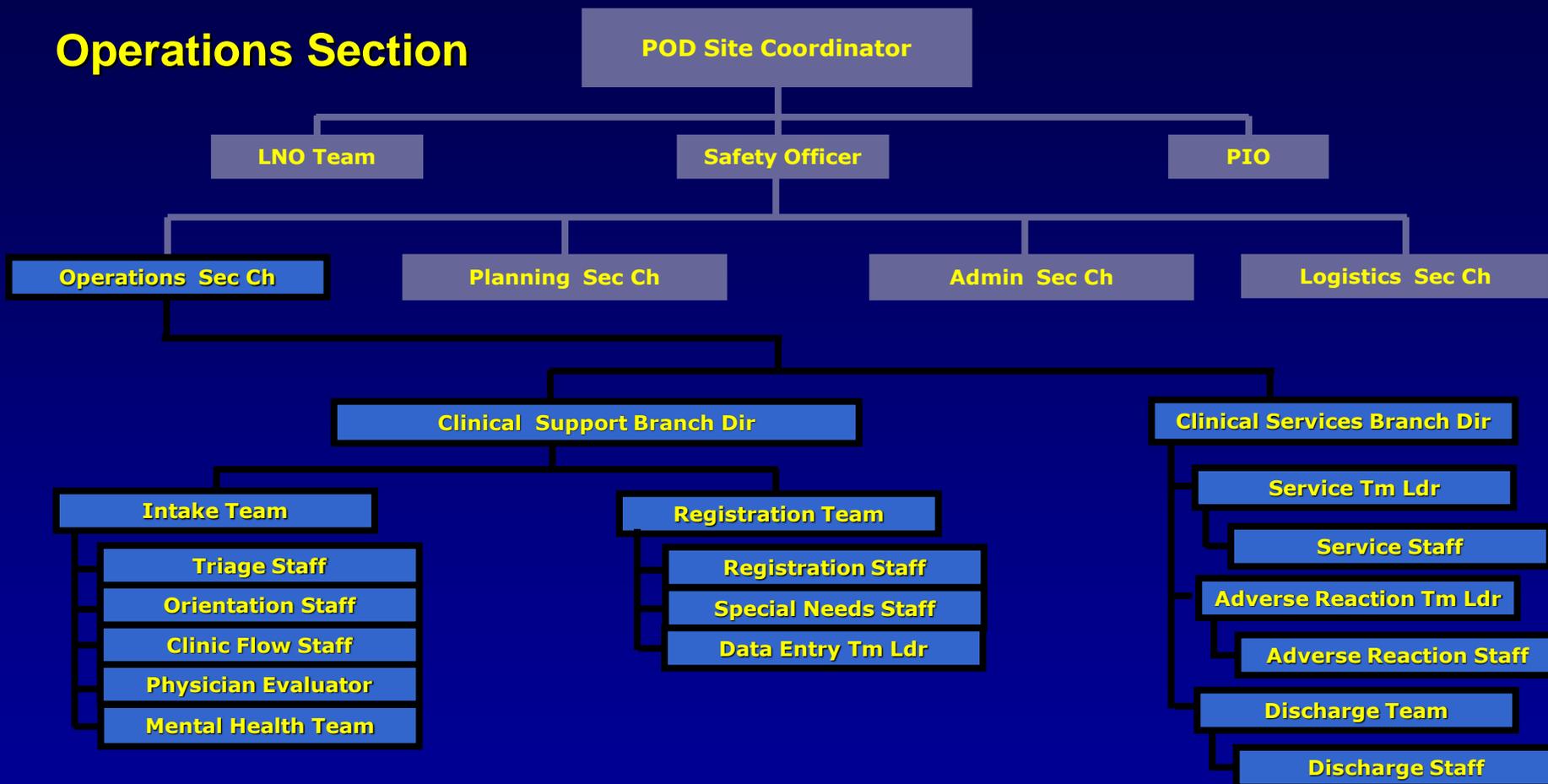
ICS Example (Continued)

Operations Section



POD Structural Design

ICS Example (Continued)



Review

- **POD Management**
 - ✓ **Responsibilities of a POD Manager**
 - ✓ **POD Management**
 - ✓ **Items a POD Manager must Manage**

- **POD Structural Design**
 - ✓ **Every organization has a structure**
 - ✓ **ICS Example**

QUESTIONS ?

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DIVISION OF STRATEGIC NATIONAL STOCKPILE



Opening the POD



Objective

- **To discuss many of the responsibilities and tasks associated with opening the POD**
- **To review many of the actions required to open a POD and identify ways to increase efficiency in the process**
- **To review the POD management structure and delineate responsibilities for major required tasks**

Agenda

- **Notification and Assembly**
- **Facility Access**
- **POD Site Setup**
- **Staff Training**
- **Signage and Supplies**
- **Receiving Medication**

Notification

- **Notification of POD Managers**
 - ✓ How?
- **Notification the POD Management Staff**
 - ✓ When?
 - ✓ How?
- **Notification of POD Staff**
 - ✓ When?
 - ✓ How?

Assembly

- **Where will the POD Staff report?**
- **Where are ID Badges made and issued?**
- **How are POD staff members transported to the POD Site?**
- **How long will it take to assemble?**

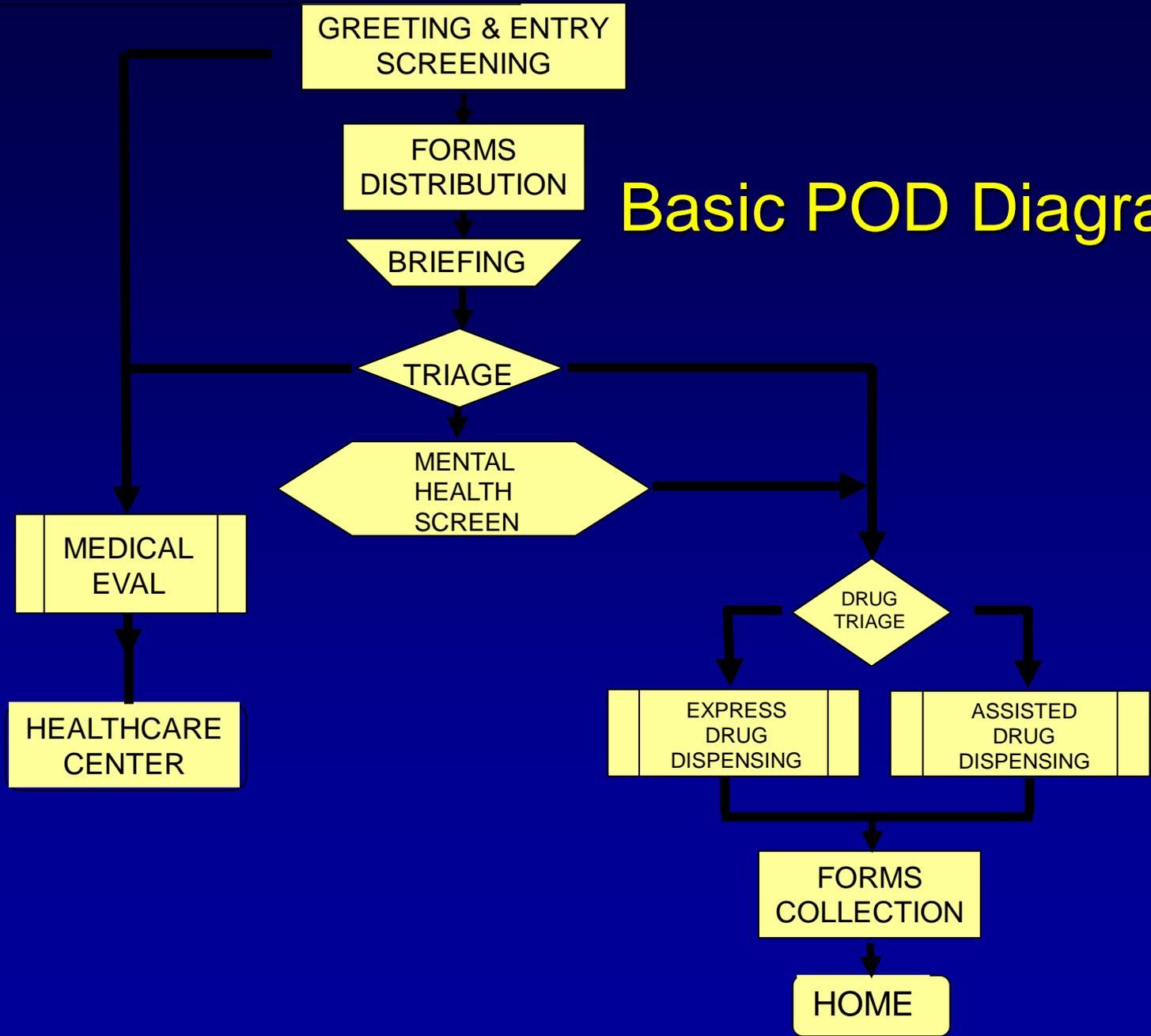
Facility Access

- **Have you considered how will you gain access to the facility?**
- **When you gain access, conduct a walk-through. This pre-occupation inspection is conducted:**
 - ✓ **To know what rooms you may or may not use.**
 - ✓ **For property liability purposes.**

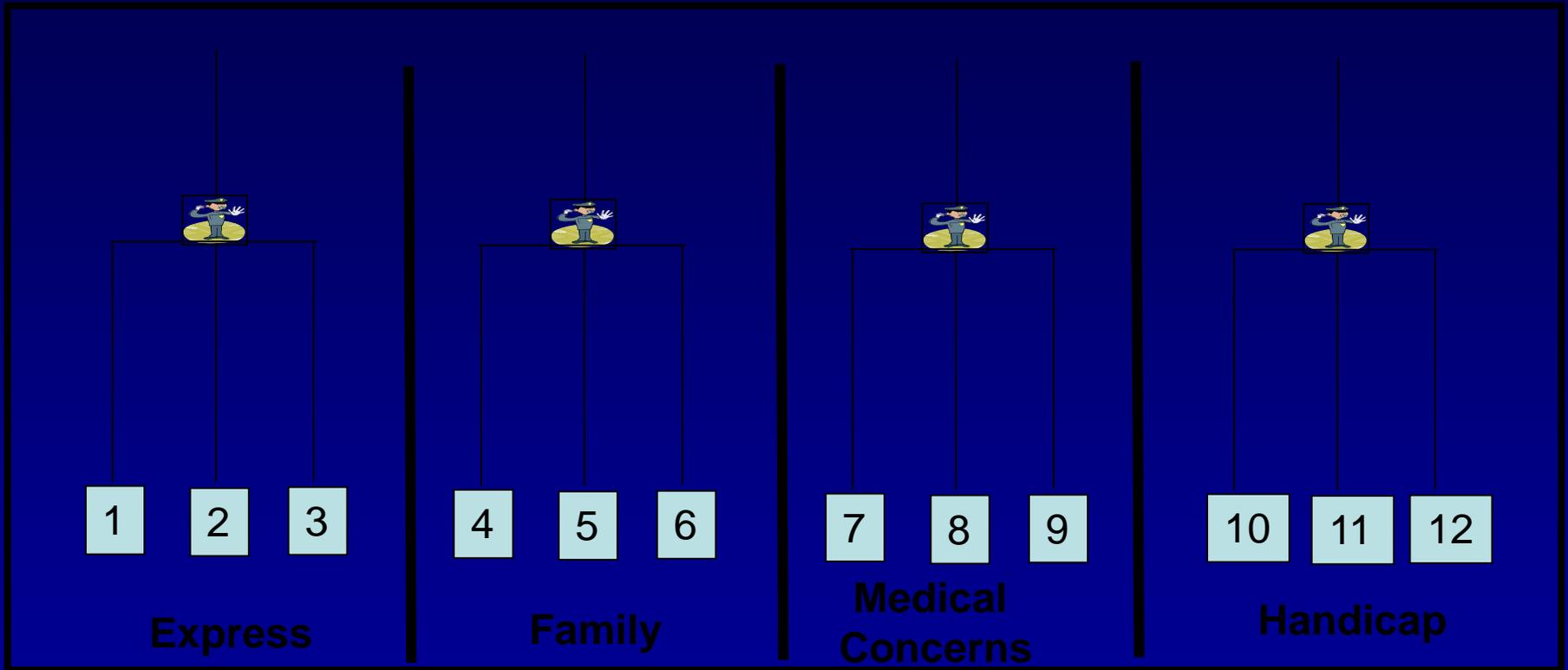
POD Site Setup

- **What are the major stations in the POD?**
- **Do I have a Medical Aid Station and Medical Transportation?**
- **Do I have a screening process?**
- **Do I conduct a triage?**
- **What forms will I require folks to fill out?**
- **What data will I need to collect?**

Basic POD Diagram



POD Site Setup



How do I sort people based on medical conditions or special needs?

Staff Training

- **Has staff had pre-event training?**
 - ✓ **Who**
 - ✓ **What**
 - ✓ **When**
 - ✓ **How**
- **What Just-In-Time Training (JITT) must be accomplished?**
 - ✓ **Medical Personnel**
 - ✓ **Spontaneous and unaffiliated volunteers**

Staff Training (Continued)

- **Who will conduct the training?**
- **Are training modules already prepared?**
- **Part of training is a walk-through of facility and a brief on the entire process.**
- **How much time do I need to train?**
- **What happens if I have insufficient staff?**

Signage and Supplies

- What signs do I need?
- Are there any signs already made?
- Do I have means to post or hang the signs?
- Where can I get signs quickly made?

**HANG'EM
HIGH**

BIG

**Non-Language
Dependent**

Signage and Supplies

- **What office supplies do I need to operate the first twelve hours?**
- **What other supplies do I need?**
- **Paper and Forms Issues**

Signage and Supplies



Receiving Medication

- **What will I receive?**
- **Who is required to sign for the medication?**
- **How will the medication be stored?**
- **When will it arrive?**

Opening for Operations

- **Who do I notify when I am ready to open?**
- **Do I delay opening until other PODs are ready to open?**



Review

- **Notification and Assembly**
- **Facility Access**
- **POD Site Setup**
- **Staff Training**
- **Signage and Supplies**
- **Receiving Medication**

QUESTIONS ?

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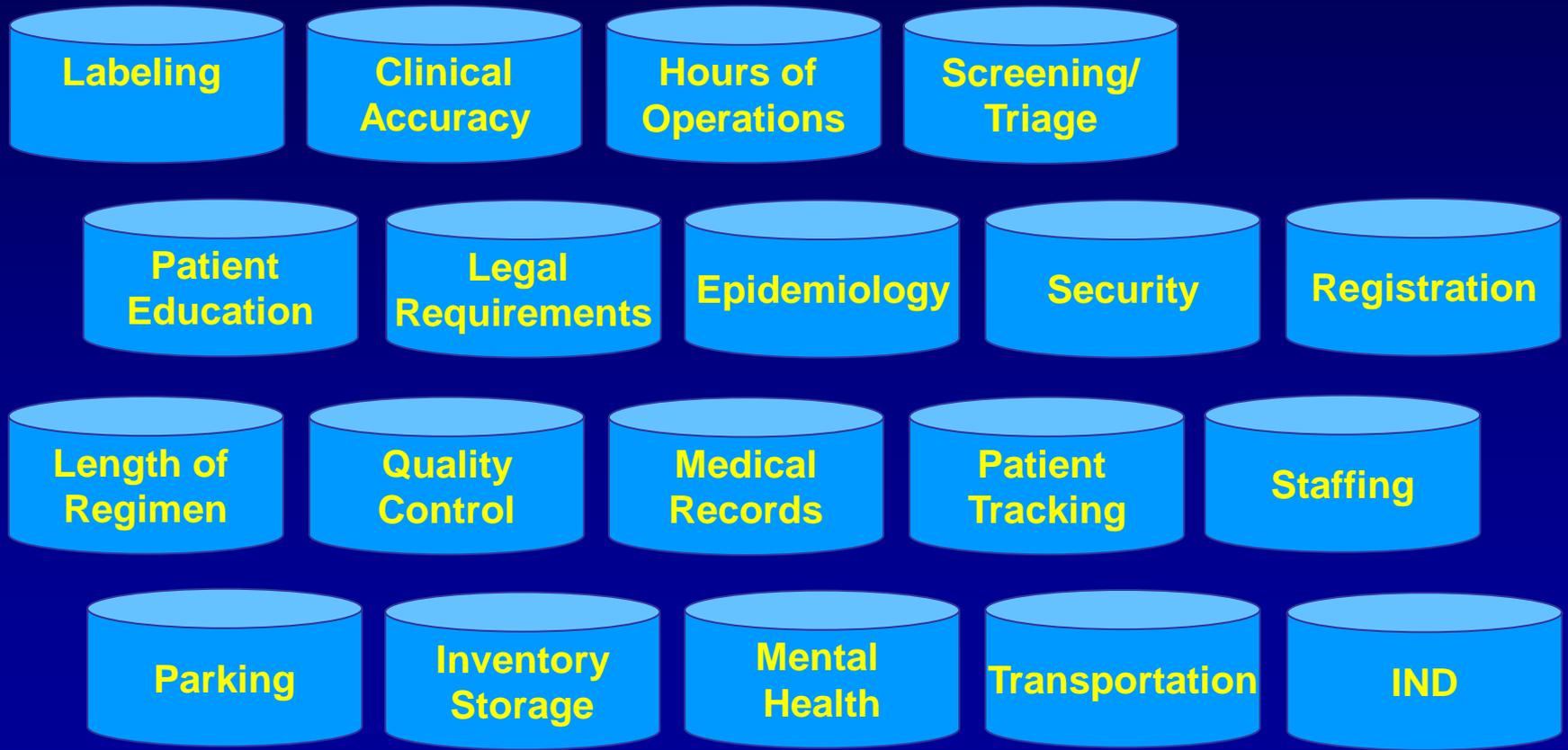
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Running the POD

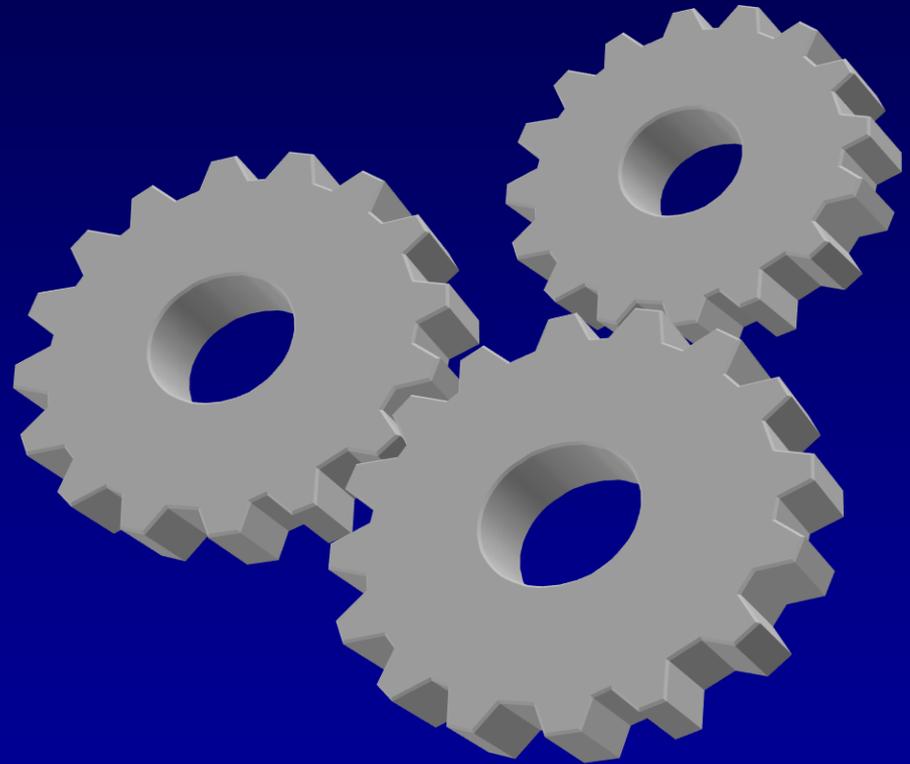


Example Elements of Dispensing Site Management



POD Finished Product

- **Triaged**
- **Medicated**
- **Educated**



Objective

- **To discuss major tasks and activities associated with operating a POD**
- **To identify ways to increase efficiency in the process**
- **To review many of the actions required to operate a POD**

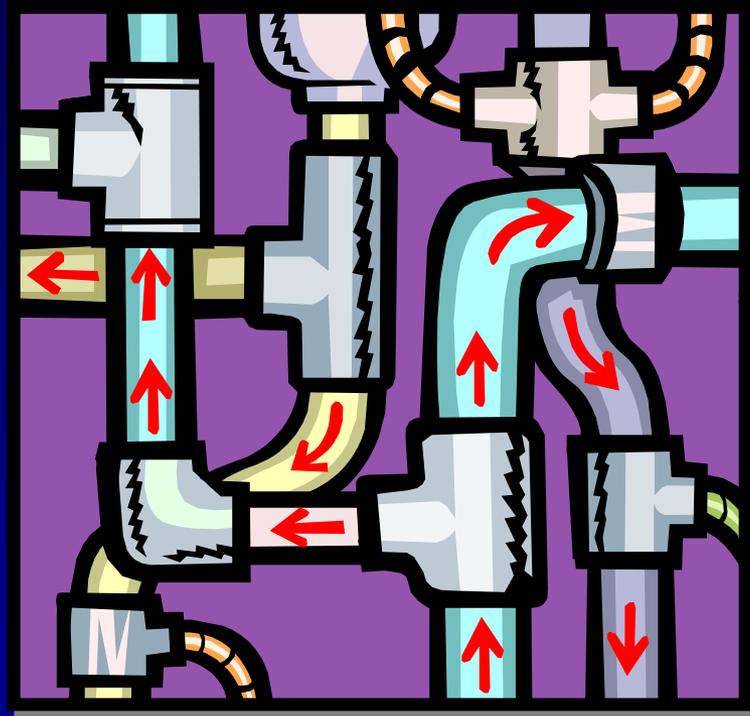
Agenda

- **Major Tasks and Responsibilities**
- **POD Flow**
- **Staff and Station Identification**
- **Patient Education**
- **Security**
- **Supplies**
- **Staff Management**
- **Facility Maintenance**
- **Communication**
- **The Media and other VIPs**
- **Assessing POD Performance**
- **Reporting Requirements**

Major Tasks and Activities

- **Intake**
 - ✓ **Greet**
 - ✓ **Forms Distribution**
 - ✓ **Briefing**
- **Screening**
 - ✓ **Triage**
 - ✓ **Mental Health**
 - ✓ **Medical Evaluation**
 - ✓ **Medical Evacuation**
 - ✓ **Drug Triage**
- **Dispensing**
 - ✓ **Express Dispensing**
 - ✓ **Assisted**
- **Exit**

POD Flow



What Is The Flow?

POD Flow

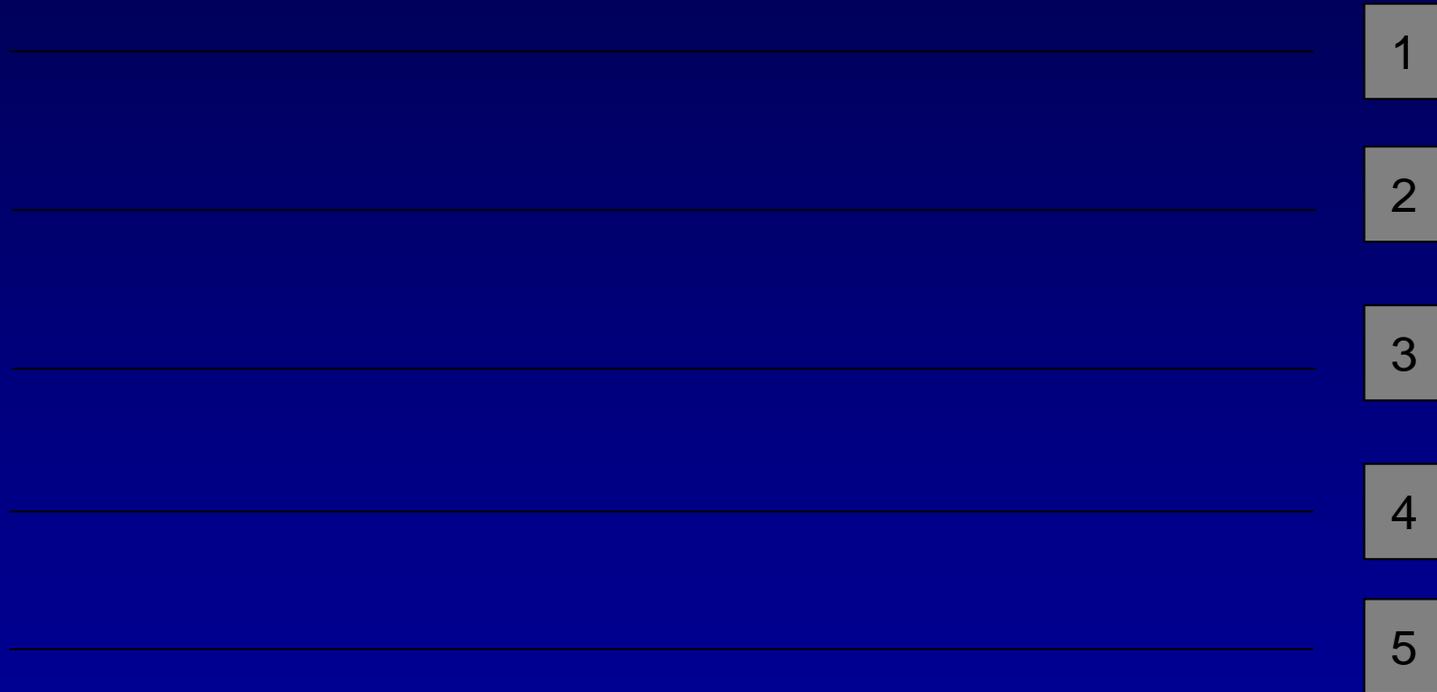
Getting To The POD

- **How are people arriving?**
 - ✓ **Are people driving or being bused to the POD?**
- **Who directs people?**
 - ✓ **Traffic flow**
 - ✓ **Parking lot to correct entrance**
- **Where is screening being done?**

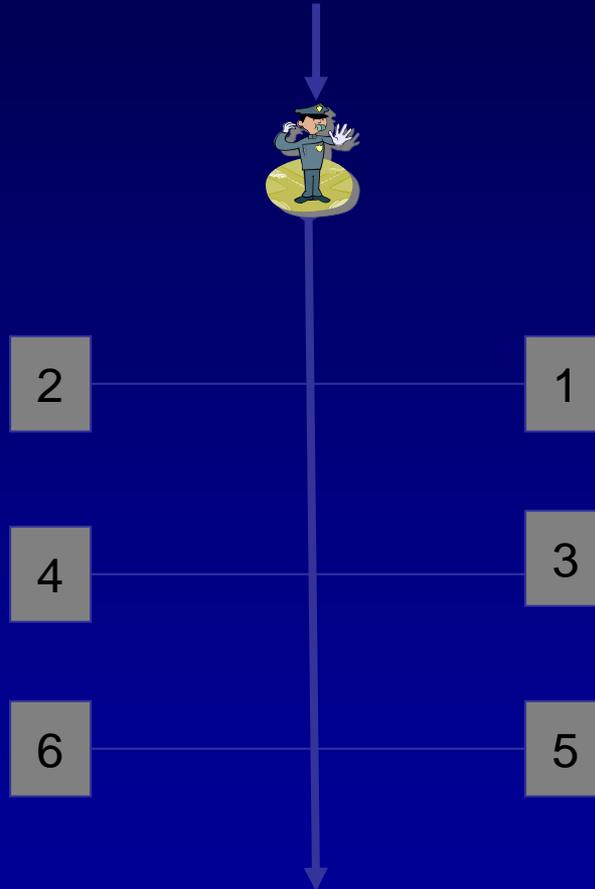
POD Flow Queue Management

- **How do I design my lines?**
- **Where are the bottlenecks?**
- **What are some line busting techniques?**

POD Flow Line Design



POD Flow Line Design



POD Flow Line Design



1

2

3

4

5

Staff and Station Identification

- **Staff identification**
 - ✓ **Colored vests or hats**
 - ✓ **Name badges**
- **Station Identification**
 - ✓ **Are stations color coded?**
 - ✓ **Are stations numbered?**
- **Do I have a logical layout that facilitates a smooth flow and easy identification?**

Patient Education

➤ Method and Media

- ✓ Do I provide a briefing?
- ✓ Do I provide patient information sheets?
- ✓ Do I have volunteers read messages to patients while they are standing in line?
- ✓ Do I show a video? Or a combination of things listed above?

➤ Message

- ✓ Do I post short messages for patients to read while standing in line?
- ✓ What if the message changes?

Security

Major security concerns:

- ✓ Crowd control
- ✓ Disorderly people
- ✓ Medications
- ✓ Secondary attack against the POD
- Security Coverage
 - ✓ How much security is needed?
 - ✓ Where are they best utilized?

Supplies

(Non Medical)

- **Who monitors?**
- **Where do I get supplies when I run short?**
- **Who purchases?**
- **Who delivers?**

Supplies

(Medical)

- **What is my threshold for reordering?**
- **What is the request process?**
- **How long between request and receipt?**
- **Who is responsible for transport?**
- **What do I do if I run out?**
- **How do I prepare and issue suspension?**
 - ✓ **Is it prepared onsite or offsite?**

Staff Management

Key Staffing

- I need the right people with the right credentials in order to dispense.
- Do I have enough personnel who can dispense on each shift?
- Am I using a dispensing algorithm?
- Do I have enough dispensing stations?

Staff Management Shift Change

- Do I stagger shift changes?
- Do I conduct a shift change brief?
- Do I have an overlap of shifts?
- How does the staff enter?
 - ✓ Do they have a different ingress and egress?

Staff Management Caring for the Staff

- ✓ **Food and Drink**
- ✓ **First Aid**
- ✓ **Lodging**
- ✓ **Breaks**
- ✓ **Debriefing**
- ✓ **Critical Incident Stress Management**

Facility Maintenance

- **Who do I call for facility maintenance problems?**
- **Who monitors the facility?**
 - ✓ **Doors**
 - ✓ **Lights**
 - ✓ **Cleanliness and Garbage cans**
 - ✓ **Restrooms**
 - **Soap, Water, Paper Towels, Tissue, Toilet Paper**

Communications

- **What are my means of communication?**
 - ✓ **Radio**
 - ✓ **Signs**
 - ✓ **Loud Voices (Shout and Yell)**
- **Do I have a public address system?**
 - ✓ **Medical Emergency**
 - ✓ **Evacuation**
- **How do I communicate?**
 - ✓ **With upper management?**
 - ✓ **With Command staff?**

The Media and other VIPs

- **Who handles the media?**
 - ✓ **Do I have a Communications Officer?**
 - ✓ **What are my instructions?**
- **How do I handle VIPs?**
 - ✓ **Early warning a VIP is coming?**
 - ✓ **What is the protocol?**

Assessing POD Performance

- **Who is monitoring throughput and quantity of medicine issued?**
- **Who is monitoring quality of service and customer satisfaction?**
- **Who is capturing data on complaints?**

Reporting Requirements

- **What are my reporting requirements?**
 - ✓ **What is the frequency of my reports?**
 - ✓ **What is the means of transmitting reports?**
- **Who is responsible for preparing reports?**
 - ✓ **Who is responsible for data collection?**
 - ✓ **Who is responsible for verifying reports?**

QUESTIONS?

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Closing the POD



Purpose

- **To discuss the major tasks and activities involved in closing a POD:**
 - ✓ **Notification**
 - ✓ **Staff**
 - ✓ **Inventory and Supplies**
 - ✓ **Facility**

Agenda

- ✓ **Notification procedures**
- ✓ **Staff Release**
- ✓ **Inventory and Supplies**
- ✓ **Facility**
- ✓ **After we close**

Notification

- **How do you know when it's time to close?**
- **Who do you tell?**
 - ✓ **Inside the POD**
 - ✓ **Outside the POD**

Staff Release

- **When do I release the staff?**
- **How do I release the staff?**
 - ✓ **Released together,**
 - ✓ **Or in shifts?**
 - ✓ **Do they need to be transported?**
- **What about the staff external to the actual facility?**
 - ✓ **Bus Drivers**
 - ✓ **Law Enforcement**
 - ✓ **Emergency Management**

Staff Release (Continued)

- **Do I have contact information for my staff?**
- **Do I perform an After Action Review / final briefing?**
 - ✓ **When?**
 - ✓ **Who is involved?**
 - ✓ **What is communicated?**

Inventory and Supplies

- **Is there leftover product?**
- **What happens to the leftover medication and supplies?**
 - ✓ **Assessment**
 - ✓ **Transport and Storage**

Inventory and Supplies

- **What about life-support materials and office supplies?**
 - ✓ **Who returns any borrowed equipment? When? Will it be needed during closing?**
 - ✓ **Do I have a contact list?**
- **Are there any reporting requirements?**
 - ✓ **Statistics**
 - ✓ **Data collection, transport and storage**

Facility

- **Facility Break Down**
 - ✓ **When do you start breaking down?**
 - ✓ **Who is involved?**
 - ✓ **How?**
- **Clean up and Survey**
 - ✓ **Internal and External**
 - ✓ **Facility and Equipment**
 - ✓ **Facility Walkthrough**
- **Turnover of facility**
 - ✓ **When can we actually close?**

Closed

- **What about people who show up after we're closed?**
 - ✓ **Signage**
 - ✓ **Returns to pickup?**



Review

- ✓ **Notification procedures**
- ✓ **Staff Release**
- ✓ **Inventory and Supplies**
- ✓ **Facility**
- ✓ **After we close**

Closed

QUESTIONS?